MEM – Managed Health Care Quarterly Reports

Purpose:
This procedure defines how the Managed Health Care Quarterly Reports are created.

Identification of Roles:
Operations Manager (OM)
Member Services Analyst (MSA)

Performance Standards:
Report must be completed within 7 working days after the end of the Quarter.

Path of Business Procedure:
Step 1: Open the folder \\dhsime\mhc\member services.

Step 2: Create a folder named QE (which stands for Quarter Ending) and then the last date of the quarter. Example QE09.30.10

Step 3: Copy and Paste the Report from the last QE folder to use as your state approved template. This report will be called QE the date of the last quarter and Current Enrollment. Example last quarter's report is named QE06.30.10 Current Enrollment.

Step 4: In the folder right click on the report called QE (date) Current Enrollment and rename it to QE and the last date of the quarter Current Enrollment.

Step 5: Double click on the report now named QE and the last date of your quarter Current Enrollment to open the report. Example: QE09.30.10 Current Enrollment.

Step 6: Each month a report is e-mailed to the Operations Manager from DDM called MediPASS Enrollment Summary Report. Fill in the information from this report into the corresponding boxes in the QE09.30.10 Current Enrollment Report (See Member Services Management Reference Manual for examples)

Step 7: Access the Report Services system (See Member Services Management Reference Manual)
   a. Select the Quarter you are working on.
   b. Open all of the reports listed below under the Form/Reports section that have Report Services next to it.

Step 8: Export each report from Report Services. (See Member Services Management Reference Manual for instructions on how to export)

Step 9: Save each report in the \\dhsime\mhc\member services folder.

Step 10: Medical Services will extract the data from these reports into a big report that goes to Center for Medicare and Medicaid Services (CMS)

Forms/Reports:
EPP Quarterly Report (Report Services)
MEM Disenrollment Quarterly Report (Report Services)
MHC Provider Requested Disenrollment Report (Report Service)
MHC Enrollment Summary
MHC Providers with 20 or More Member Disenrollments
MHC EPP Disenrollment Report (Report Services)
Member Services Call Center Phone Stat Report

RFP References:
N/A

Interfaces:
MMIS
OnBase Workflow and Workview
Report Services
VIEW

Attachments:
None